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Communications and Information

CONTROL OF LONG DISTANCE CALLS

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction establishes procedures for placing and controlling long distance telephone calls from Niagara Falls Air Reserve Station. It implements AFDP 33-1, *Command, Control, Communications, and Computer (C4) Systems*. It applies to all 914 Airlift Wing (AW) units, tenants, and the Base Operating Services (BOS) contractor.

SUMMARY OF REVISIONS

Revisions to this instruction are primarily administrative in nature to comply with new format guidelines. New information and guidance on toll calls adds that individuals are prohibited from making personal calls at government expense on the 1-800 service (para 5); Sample attachments of AF Form 1072, **Authorized Long Distance Telephone Calls**, and AF Form 649, **Verification of Long Distance Telephone Calls**, have been deleted from this instruction.

1. General:

1.1. Commercial long distance telephone calls will only be placed for the purpose of conducting official government business. Commercial long distance telephone calls will be placed only when the use of Defense Service Network (DSN) or other means of communication, including written messages or mail, would be untimely or impose excessive delays.

2. Responsibilities:

2.1. Each unit commander, tenant unit, and BOS contractor will appoint a primary and an alternate telephone control officer.

2.2. Telephone Control Officers will:

2.2.1. Obtain an identifying code from the base communications system officer (CSO) for billing and calling identification.

- 2.2.2. Provide the CSO with estimates of funds to be allotted for its agency's use. The CSO will provide a summary of the previous year's expenditures.
- 2.2.3. Maintain a fund control record of the cost of actual calls against funds allotted by the CSO.
- 2.2.4. Authorize personnel within the agency to make official long distance calls, after determining that the call is for official purposes
- 2.2.5. Provide the caller with a telephone control number (paragraph 4).
- 2.2.6. Maintain a record of all official toll calls on AF Form 1072, Authorized Long Distance Telephone Calls.
- 2.2.7. Upon receipt of the toll billing statement from the CSO, validate the AF Form 1072 by comparing it with the toll statement. Ensure that all calls are recorded on the AF Form 1072, or are canceled. Enter the amount for each call listed on the toll billing statement in the additional information column of the form. Enter "LAST ITEM" under the last call listed. Below the last item entry, enter the following certification, "I certify that a verification check has been performed on all of the above listed calls and payment is due". Add your signature block and sign.
- 2.2.8. Complete Section I and II of AF Form 649, Verification of Long Distance Telephone Calls, as required. Before the last entry in each section enter "LAST ITEM", and sign in the signature block. Forward the completed AF Form 649 to 914 AW/SC within five working days after receipt of the toll billing statement.
- 2.2.9. Retain the AF Form 1072, along with a copy of AF Form 649, and file with the monthly toll billing statement. Retention will be in accordance with AFMAN 37-139, Records Disposition Schedule, Table 33-9, Rule 9.
- 2.2.10. Establish procedures whereby long distance calls may be authorized after normal duty hours, or in the absence of the telephone control officer.
- 2.3. Individuals placing long distance telephone calls will:
 - 2.3.1. Ensure the call cannot be completed through the DSN system or Buffalo foreign exchange lines. Check with the base telephone operator, if in doubt.
 - 2.3.2. Obtain approval and receive a telephone control number from the agency's telephone control officer, before placing the call.
 - 2.3.3. Provide the telephone control officer with the information necessary to complete the AF Form 1072.
 - 2.3.4. Advise the telephone control officer if the call was canceled.

3. Procedures:

- 3.1. Dial "0" for the base operator, state "long distance", and provide the following information:
 - 3.1.1. Telephone control number.
 - 3.1.2. Your name.
 - 3.1.3. Your extension.
 - 3.1.4. Telephone number to be called.

3.1.5. Location of called party.

3.2. Collect calls will not be accepted.

4. Telephone Control Numbers . The telephone control number will consist of the telephone control officer's office symbol and a three-digit number. For example, the control number for the first call of the month placed by Transportation would be LGT-001, the second LGT-002, third LGT-003, etc. If the call cannot be completed (i.e., individual not available), use the same control number when the call is redialed. If the call is not completed during the duty day, indicate "canceled" on the AF Form 1072, but do not reuse the control number assigned. If the call is to be placed the following day, a new control number should be obtained.

5. Unauthorized Toll Calls. Individuals are prohibited from making personal calls at government expense. These calls will be billed to the individuals making the call. This includes calls to this installation on the 1-800 service. The 800 number is not listed and should not be given out for the purpose of receiving personal phone calls.

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